Your Scores May Demoralize Your Doctor

Did you know that your patient satisfaction survey scores may hurt your doctor’s income? One exasperated physician, whose patients love her and send other patients to her, told me she wishes she could tell patients how to fill out the surveys because they often rate her care “as expected” rather than excellent.

Some hospitals plan to share these scores publicly. Yet the Hastings Center says that “the pressure to get good ratings can lead to bad medicine,” such as needless drugs, tests and procedures. One expert says such public scores can demoralize physicians. But what’s a score mean? It’s all subjective perception about how that particular day went. But it’s changing the way your doctor practices -- and how your doctor feels about staying in practice.


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The Health Freedom Minute is now heard in 42 states: Mornings M-Th at AM1280 (The Patriot) in MN and 91.5 AM WHKC (FreedomFM) in OH, afternoons on American Family Radio, and daily on the Bott Radio Network.